



BATTERY BACKUP

If your home phone service is provided by DTC Communications (“DTC”) through our fiber optic network or our wireless network, it requires electric power to operate.

Optional battery backups can be purchased to maintain working phone service in case of a power outage. Working phone service will allow you to call 911 and temporarily maintain home alarms and medical alert services. Depending on your services and equipment provided, you’ll need to purchase battery backups and plug your Wi-Fi Gateway, Optical Network Terminal and/or Intelligent Network Interface Device (iNID) into the battery backups if you wish to maintain working phone service during a power outage.

If I have an emergency, can I call 911 during the power outage?

Yes, as long as you have battery backup and it is fully charged and connected to your equipment. To maintain full backup charge, keep your backup equipment plugged in at all times. If charged and with an adequate wireless signal you may also be able to make 911 calls with your mobile device.

Where can I purchase a new or replacement battery backup?

DTC provides information on a 24-hour battery backup for network and emergency digital and traditional home phone calls and can be purchased for \$180.00.

What type of battery do I need?

To support your voice service the battery backup you purchase should provide a minimum of 75 watts and 125 VA (volt amps). For specific requirements for your battery, refer to the manufacturer’s website or call them directly. The battery manufacturer name can usually be found on the bottom or side of the battery unit.

What do I do if I have an existing battery and need a replacement?

If you purchased a battery from a manufacturer, refer to that manufacturer for warranty or replacement information. With new equipment manufactured regularly, older replacement battery equipment may not be available for purchase. Confirm compatibility of any new battery backup equipment with your retailer.

Do I need more than one battery backup unit?

When providing backup power to a household with more than one device (for example, both Wi-Fi Gateway and ONT), you need a battery backup for each piece of equipment.

What needs to be plugged into the battery backup equipment?

Depending on the DTC services provided to your home, the Wi-Fi Gateway, Optical Network Terminal (ONT) and/or Intelligent Network Interface Device (iNID) should be plugged into battery backup equipment. If you are using a cordless phone, it will not operate without power. It is recommended to limit the use of your backup power to voice emergency calling only.

Will a technician install my battery backup equipment or do I install it myself?

You have several options with battery backup installation:

1. New installation – If a technician comes to your home to install new services and you have a new, compatible battery backup unit, a technician will install the battery backup at no charge to you.
2. Existing service – If you already have service but would like a technician to install a new, compatible battery backup you have purchased, a technician can install your equipment for a charge. Costs vary for installation. For more information, call 615-529-2955.
3. Self-installation – You can install the battery backup equipment yourself. Read and follow the manufacturer’s instructions for a safe, successful installation.

Will battery backup equipment also keep my internet and TV services up and running?

It is highly recommended to limit the use of your back up power to voice emergency calling only. It is highly recommended that you do not use other DTC services or Internet or connect other devices to your battery backup because it may quickly drain your stored power. The length of time your battery backup will supply power depends on the type of equipment you purchase and what devices you connect to it.

How do I use the battery backup and store it?

In general, batteries should be stored at room temperature with moderated humidity levels. Your battery backup should be easily accessible at all times in case of emergency. For specific requirements for your battery, refer to the manufacturer’s website or call them directly. The battery manufacturer name can usually be found on the bottom or side of the battery unit.

Should I monitor the battery backup? If so, how do I test it?

It is important that you regularly monitor and test your battery backup to ensure that it is charged. Most battery models have a status light on the front or top of the unit. Typically, a

green light means that the unit is OK, and a red light means that the battery needs to be replaced.

For specific requirements for your battery, refer to the manufacturer's website or call them directly. The battery manufacturer name can usually be found on the bottom or side of the battery unit.

When do I replace my battery backup?

Many battery backup units provide audible feedback for a variety of situations, such as when the battery backup power starts being used or when the battery backup power begins to run low. Audible feedback may be in the form of intermittent beeping or another sound coming from the unit. Some units may have a change in display lights, such as changing from green to red. Listen for audible tones or a change in display lights that may indicate you need a new battery backup. For information specific to your battery backup unit, see the owner's manual, or refer to the manufacturer's website or call them directly. The battery manufacturer name can usually be found on the bottom or side of the battery unit.

I live in an apartment complex. Does battery backup only apply to single family homes?

If you live in an apartment complex, there is important information you need to know. A limited number of apartment buildings and multiple dwelling units have special circumstances that may apply to you. For more information, contact your apartment complex manager.

I am no longer using my battery backup, how do I dispose of it?

DTC does not provide battery recycling or disposal. Backup batteries are customer-owned equipment and should not be returned to DTC.

For information about how to dispose of our used battery, refer to the manufacturer's website or call them directly. The battery manufacturer name can usually be found on the bottom or side of the battery unit.